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ARPC “supports” one-stop service

By Mike Molina and Tech. Sgt. Rob Mims

DENVER - It is more than 7,000 miles to Baghdad, but for an individual mobilization augmentee stationed in Iraq, personnel services are only seconds away. Officials at the Air Reserve Personnel Center, recently released the Virtual Personnel Center for the Guard and Reserve, a Web-based personnel service portal for Air Force Reservists and Air National Guardsmen. And the new service is already getting some valuable use.

“Being able to have your records updated with a simple click of a button was impressive,” said Master Sgt. Scott Davis, whose home attachment is with the 7th Security Forces Squadron, Dyess Air Force Base, Texas. “I was honestly expecting the records update to take weeks, but rather my records were updated within a matter of hours.”

The portal has been online since April, but it was recently given a new look. The redesigned site was released July 15. That same day Master Sgt. Davis stationed in Baghdad, accessed the vPC-GR to request an update to his decorations. Within hours, the changes were made to the sergeant’s records and his questions answered. “This system saved me valuable time trying to match my schedule here with the time change back at ARPC,” said Master Sgt. Davis. “It was important for me to have my records correct - just in case.”

“We make every effort to handle customers’ requests the same day they’re received,” said Technical Sgt. Jennifer Bye, NCOIC of Contact Center Branch 3. “I answer a lot within five or ten minutes.” Sergeant Bye is responsible for managing and distributing Web requests to other contact center technicians.

“The new support site is still in its infancy and yet the benefits to our members are already being felt worldwide,” said Col. Ann Shippy, ARPC Commander.

Three days after the release of the redesigned site, Hugo Padilla, chief, Personnel Service Systems Support, helped Major Sharon Ross, an officer in Qatar deployed from her home attachment at Scott AFB, Ill., reset her password so she could access her personnel services account online. “She was working in Al Udeid, sitting there real-time working battlefield medical evacuations from the AOR,” said Mr. Padilla. “She thanked me. I said, ‘No way, thank you.’”

Major Ross said she likes the “key words” area on the “frequently asked question” page. “It makes it easier to hone in (on) pertinent topic questions” said Major Ross. “I also like the site map – it’s much quicker to find needed topic(s).”

The major also suggested a link to MyPay ... two days later, it was added to the site map.

“This is another shining example of the innovation and commitment to excellence our people here demonstrate by providing second-to-none customer service,” said Col. Shippy.

Today, whether it be day or night, at work, home or on battlefield, ARPC is only a mouse click or phone call away and have a staff that is willing to help out and get the job done.

“It’s personnel services 24/7, no matter where you are,” said Dave Aldrich, director of the Directorate of Personnel Services. “If you can get on the Web, it’s available.

“It is nice to be overseas and be able to keep up with my IMA side of the business,” said Major Ross. “One-stop shopping - the wave of the future!”

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Anyone requiring more information can contact the Air Reserve Personnel Center Public Affairs office at 303-676-6515.